

## CHALLENGE

Widener University lacked an understanding of what its student health insurance coverage included—a matter made worse by an absence of a resource to provide guidance when issues would arise. Beyond basic education and service, they experienced virtually automatic rate increases that would escalate without reasonable explanations or justifications. After one too many sleepless nights for the University's administration including its Associate Vice President for Compliance & Risk Management, George Hassel, they sought an insurance provider that would listen to their needs, continuously look to ensure they had the best coverage, and provide clear explanations of alternatives.

## SOLUTION

FirstRisk Advisors right away demonstrated to Widener our focus on guiding and supporting them through the successful management of all student related coverages. We listened to their needs, reviewed their coverage and costs and recommended some reasonable alternatives to review. We handcrafted programs for each type of situation, giving them maximum coverage at reasonable rates.

We assigned them to a primary contact who proved to be very transparent and an excellent communicator from the start, always explaining their coverage and costs and keeping the Widener team apprised of alternative options. Today Widener counts on our team to not only evaluate their plan annually, but to offer recommendations in line with the changing insurance market.

## RESULTS

"Working with FirstRisk Advisors has helped us streamline our processes and take the burden off our shoulders. It's been like a breath of fresh air to work with Al, Kara and Angela and the rest of the team under Dave's clear and strong work ethic. FirstRisk Advisors has had a big impact on our University,

- **saving our students more than \$500,000** in the first year that we placed the coverage;
- **saving our entire university costs for athletic coverage;** and
- putting us on a **path to success** with our **international student coverage.**

The team is efficient, effective and their work ethic and response times to my questions and requests are unbelievable. It's a pleasure to not only have a great working relationship, but I feel as though we've developed a great friendship. In today's fast paced environment and with most all communications electronic and remote, it's great to have a genuine person help me—a trend that seems to be fading with most organizations. Al and the team are truly building a people-oriented organization."

*"Working with FirstRisk Advisors has helped us streamline our processes and take the burden off our shoulders."*

*— George Hassel, Associate Vice President for Compliance & Risk Management, Widener University*

## Partners in Solutions™

FirstRisk Advisors is a national provider of custom life, accident, student health insurance, employee benefits and value-added services. Founded in 1996 and headquartered in Greater Philadelphia, FirstRisk Advisors delivers expert solutions and a premier client experience by combining its trusted reputation and premium coverage with customized solutions, exceptional support and secure processes.

**For more information, visit [firstriskadvisors.com](http://firstriskadvisors.com).**

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